

KENTUCKY LOCAL HEALTH DEPARTMENTS – BEST BILLING PRACTICES – “BULLET POINTS”

- **AGING REPORTS (359/459 REPORTS)**
 - REVIEW CLAIMS AND DETERMINE IF REBILLABLE. USE PAYER PORTALS, KY MMIS, ERAS, ETC.
WORK REPORT TIMELY
- **REVIEW DENIAL REPORTS BY PAYER AND WORK DENIED CLAIMS TIMELY (REPORTS: 578, 678, 878, ETC.)**
 - MAKE CORRECTIONS TO PEF
 - REBILL USING CDP OR PAYER PORTALS, IF AVAILABLE.
- **CDP BILLING REJECTION REPORT (306 REPORT)**
 - WORK REPORT TIMELY AND THE CLAIMS WILL BILL OFF AT NEXT BILLING DATE AND ERROR WILL DROP OFF REPORT
- **CHECK CLEARINGHOUSE AND PAYER REJECTION/ACCEPTANCE REPORTS (277 REPORT)**
 - WORK ALL REJECTIONS DAILY
- **REVIEW ALL PAID CLAIMS REPORTS (432 REPORT)**
 - MAKE ADJUSTMENT/WRITE-OFFS FOR LEGITIMATE UNPAID AMOUNTS. NEED TO INVESTIGATE OTHER UNPAID AMOUNTS BEFORE MAKING ADJUSTMENTS.
 - POST THE PAID CLAIMS TO ACCOUNTS RECEIVABLE (A/R) IF NOT AUTO-POSTED BY CDP
- **WORK MEDICAID APPLIED/PENDING REPORT DAILY (375 REPORT)**
- **INTAKE**
 - **DURING APPOINTMENT CALL** REMIND PATIENT TO BRING ALL INSURANCE CARDS
 - MAKE COPIES OF ALL CARDS
 - **DOUBLE-CHECK** DATA ENTRIES INCLUDING SPELLING
 - DO ELIGIBILITY CHECKS **PRIOR TO APPOINTMENT DATE** USING APPOINTMENT LISTING, IF FEASIBLE.
- **ROUTINE ACTIVITIES**
 - **CHECK 319 DAILY REPORTS** FOR MISSING PEFS ON 850 AND SUBSEQUENT WEEKLY BILLING INVOICE REGISTERS (**308 SERIES REPORTS**)
- **REPORT POTENTIAL STATEWIDE PAYMENT/DENIAL ANOMOLIES TO THE LOCAL HEALTH OPERATIONS (LHO) BILLING ANALYST BY EMAILING AT LOCALHEALTH.HELPDESK@KY.GOV. DO NOT PROVIDE PHI OR OTHER HIPPA INFORMATION IN YOUR EMAIL.**